CITY OF RICHARDSON

INTERDEPARTMENTAL POLICY AND PROCEDURE

COMPUTER SOFTWARE USAGE

POLICY

It is the policy of the City of Richardson:

- to protect all computer software copyrights;
- to protect the City's microcomputer environment from computer viruses; and
- to provide for standardization and compatibility for City use.

The City is committed to preventing copyright infringement. It is the policy of the City of Richardson to respect all computer software copyrights and to adhere to the terms of all software licenses to which the City is a party. The City is subject to all copyright laws pertaining to the use of copyrighted software and documentation. Unless expressly authorized by the software licensor/developer, the City of Richardson has no right to make copies of the software except for backup or archival purposes.

The City is committed to protecting the integrity of the City of Richardson's microcomputer environment from computer viruses, which are programs intended to disrupt normal microcomputer operations.

The City is committed to standardization and compatibility of software and data used for City Business, which provides consistency throughout the organization, improves communication, and speeds workflow.

This policy applies to all City of Richardson employees using city owned or leased equipment.

PROCEDURE

I.   Definitions

A. **Chief Information Officer/CIO -** The Chief of Information Services of the City of Richardson or designee.

B. **Department Head -** The head of an administrative department of the City of Richardson, Texas, or designee.

C. **Employee -** For the purpose of this policy, an employee is defined as an individual employed by the City on a full-time, part-time, or internship basis.

II.   General

The Information Services Steering Committee/I.S. Steering Committee is a consultant panel consisting of management level staff and other personnel. The committee meets periodically to discuss current and strategic needs of the City. In cooperation with the Information Services Department, the I.S. Steering Committee functions in the area of software identification, testing of new versions of software, computer training, and determination of City standards and policies.

All software used on a City computer must be licensed to the City for that computer.

All of the City owned and/or leased microcomputers and software combined represent significant City assets. It is intended that these assets be used for city (and related civic and professional) activities only.

Information Services shall maintain a register of all City of Richardson software and keep a library of software licenses and original diskettes. You may request a copy of the City approved software through the Help Desk. This library register shall contain the following information:

- Date of purchase/license.
- Source of purchase.
- Location of each installation.
- Fixed Asset Number of the unit on which the software is installed.
- Name of the authorized user, or position/title of user.
- Existence and location of backup copies.
- Software product's serial number, and Original software diskettes.

III.   Departmental Responsibilities

A. It is the responsibility of each Department Head to notify the Information Services Department at least three working days prior to the start date of any new employee who needs to use a computer, so that the new user account and equipment may be set up on a timely basis.

B. It is the responsibility of each Department Head to notify the Information Services Department in the event of the termination, resignation, or retirement of any employee within their department who previously had access to city network resources, so that such employee user accounts may be removed.

C. Department Heads, with the assistance of the Information Services Training Coordinator, shall be responsible for maintaining the education of departmental employees in accordance with this policy and procedure.

IV.   Employee Responsibilities

A.   <u>Passwords</u>

1. Each City employee (who uses computers) must have a unique password.

2. Passwords shall be a minimum of eight characters long, and contain at least two non-letter characters. Example of non-letter characters are as follows:
Numbers (1, 2, 3, 4…); Special Characters (!, #, $, %)

3. Passwords shall be changed once every year.

4. Failure to comply with the City password guidelines may result in the assignment of a unique password by the Information Services Department.

B. Education Program

   1. Each City employee (who uses computers) must complete a software policy education program within the first sixty days of employment.

   2. New employees who will use computers shall be provided the same education program through the normal departmental policy briefing and training procedures.

C. Duplication of Software

   1. City employees shall not duplicate, copy, or reproduce any software purchased by and/or licensed to the City, or any related documentation without prior written approval from the Chief Information Officer.

   2. The unauthorized duplication, copy, or reproduction of software by employees shall be considered an act of misconduct, and may subject the employee to disciplinary action.

D. Distribution of Software

   1. City employees shall not give City purchased or licensed software to any non-employees, including, but not limited to clients, contractors, customers, and others without prior written approval from the Chief Information Officer.

   2. City employees shall use software on bcal area networks (LANs) or on multiple machines only in accordance with applicable license agreements.

E. Development of Software/Work Products

   1. Software and work products (documents, databases, spreadsheets, etc.) developed by employees on City time, or on City owned equipment, or for City projects, shall be the property of the City. Such software and/or work products are for the exclusive use of the City, its officers, agents, and employees. Such software and/or work products may not be sold, transferred, or given to any person without the prior written approval of the City Manager or designee.

   2. City employees shall not use City equipment and/or software during or after City business hours for non-City work related purposes, unless approved in writing by employee's Department Head.

F. Home Computers

   1. The City recognizes that when City computers are placed at an employee's residence, it often displaces the employee's personal computer. Therefore, City computers placed in an employee's residence may be used for non-City related purposes. However, the employee's use of City computer equipment must conform to this policy and procedure.

2. City computers are City assets and must be kept free of illegal software copies and viruses. Employees shall not bring software from outside (non-City purchased or licensed software) and load it on City computers unless specifically authorized by the Department Head and the Chief Information Officer. If such use is authorized, the software shall be subject to the same compatibility requirements as City-owned/licensed software, and shall be virus-free.

3. If an employee's responsibilities require regular use of a particular software product at home, the City shall purchase a separate software package or arrange appropriate licensing, to be recorded as a City asset in the software register, to meet that particular requirement. The exceptions to this are:

   a. the employee already owns a legal copy of the necessary software, or
   b. the software license permits an off-site copy.

4. Some software developers provide, in their licensing agreements, that home use is permitted under certain circumstances. Before taking any software home, contact the Help Desk for approval.

5. In the event of an employee's termination, resignation, or retirement, any home installed City software shall be returned to the Department Head.

G. Modems

1. Employee modem users shall not offer login, slip, ppp services, remote control programs, or other remote connection services without the prior written approval of the Chief Information Officer.

2. Employees needing remote dial in services to the City's network or web site shall submit written requests, approved by their Department Head, to the Chief Information Officer.

H. Security

1. Every user shall scan all files for viruses prior to importing into their desktop or other computers from diskette or the Internet.

2. The employee shall screen all software and data installed or stored to a network server by a virus scan software.

I. Disk Space Allocation

1. All user directories, including shared or group folders, will have restricted allocations to disk space. Information Services will govern disk space allocations by software controls on the file server(s).

V.   Software Acquisition

A.   Purchasing

1. Commercially available software products shall be used when available. When such products are not available, a written request shall be made to the Chief Information Officer requesting the availability of custom programs.

2. The Purchasing Department shall be responsible for the acquisition of commercial software for the City. Software acquisition channels are limited to ensure that the City has a complete record of all software that has been purchased for or licensed to City computers and to allow registration, support, and upgrade of such software accordingly. If software is installed by an employee, the applicable Department Head shall be responsible for insuring that all software with original diskettes/CDs are registered with the Help Desk within five working days from the date of purchase. Such registration shall include all information required by this policy and procedure.

3. To purchase software, an employee must identify a specific need for the product and obtain the approval of his/her Department Head. If approved, the employee user shall complete a Purchase Requisition, and forward it to the Chief Information Officer for processing. The City's established Purchasing procedures shall be followed.

B.   Budgeting

Computer hardware, software acquisition, and any necessary training should be budgeted concurrently.

C.   Approval

The CIO shall maintain a list of approved City software products (see Appendix A) for the purpose of technical support and compatibility. This list shall be approved by the City Manager or designee, and may be amended at any time. Any requested software will be compared to the list of approved software. If requested software is not on the list, the employee user requesting such software shall be required to justify the need.

D.   Registration

Software must be registered in the name of the City and the Department in which it will be used. Software shall not be registered in an individual employee user's name.

E.   Installation

1. After registration requirements have been satisfied, the software shall be installed by The Information Services Department. Manuals, tutorials, and other user materials shall be provided to the user along with a copy of the applicable license agreement.

2. Vendors providing hardware with preinstalled software must also provide original diskettes/CDs and documentation for each program loaded on each machine. Vendors installing or reinstalling software as required on a maintenance or repair issue shall use the original diskettes/CDs allocated to that particular unit.

3. City contractors using computer programs for completion of City contracted projects shall provide all applicable computer data in a form compatible with City hardware/software specifications and requirements.

4. Vendors are not permitted to install any software or hardware without the prior written approval of the Chief Information Officer.

5. Software and hardware owned by or licensed to employees shall not be installed to the City's computers or networks without the prior written approval of the employee's Department Head and the Chief Information Officer.

F.   Auditing

The Information Services Department shall conduct a semi-annual (or more frequent) audit of all City computers to ensure City compliance with software licenses. Unannounced or spot audits may be conducted at anytime. During any audit, a search for computer viruses and unauthorized software may be conducted. Any detected viruses and/or unauthorized software shall be eliminated.

G.   Upgrading

1. Use of microcomputers is so prevalent that standards must be maintained to insure that word processing, spreadsheet, and database files are interchangeable throughout City Departments. Such interchangeability is extremely critical to productivity and efficient usage of microcomputer resources.

2. The Chief Information Officer shall carefully consider upgrading to newer versions of standard software products. Productivity impact upon the requesting department and the City organization as a whole will be a major part of this consideration. This consideration will also include cost of upgrading all Department City software, necessary hardware upgrading, the Information Service Department's ability to provide support, and any necessary training.

3. Requests for upgrading software products, standard or non-standard, must include information relating to increased capabilities and expected productivity gains, as well as any necessary training.

4. Old version diskettes/CDs and documentation (if new documentation is provided) shall be returned to the Information Services Department upon receipt of software upgrades. Old versions shall be disposed of properly. Retention of old versions of software for personal use in violation of licensing agreements is prohibited, and may subject the violators to disciplinary action.

        H.   <u>Shareware</u>

Shareware software is copyrighted software distributed freely through bulletin boards and on-line systems, usually with additional fees for documentation and upgrades. It is the policy of the City to pay shareware authors the fee(s) requested for use of their products. Registration of shareware products shall be handled the same way as commercial software products.

        I.   <u>Games</u>

Game software is an inappropriate use of City equipment and shall not be tolerated. Games discovered during audits shall be eliminated and the employee user may be subject to disciplinary action.

VI. BACKUP, ARCHIVE, AND DISASTER RECOVERY

A. Employee users shall be responsible for backing up their own local (C: drives, using diskettes or other means that may be available from the Chief Information Officer. Users should back up data files only, not application programs (*.exe and related files).

B. The Chief Information Officer shall archive network and multi-user files that are older than three years, in accordance with the City's records retention policy. Archiving will be performed semi-annually. Archives will be stored off-site at a location that is protected from damage by weather and other disasters.

C. The Chief Information Officer shall provide means for disaster recovery. That means providing computer resources to operate any mission-critical function in the event present facilities are damaged due to weather, fire, or other casualty.

VII. VIOLATIONS

Any employee who violates this policy and procedure may be subject to disciplinary action, up to and including termination.

Original Signed By Bill Keffler   5-7-01

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Bill Keffler   Date
City Manager

CITY OF RICHARDSON
APPROVED SOFTWARE

WORD PROCESSING
- Microsoft Word

SPREADSHEETS
- Microsoft Excel

DATA BASE MANAGEMENT
- Microsoft Access
- Microsoft SQL
- Lotus Notes
- dBase IV (DOS/Windows)
- IBM DB2

PRESENTATION/GRAPHICS
- CorelDraw
- Microsoft Chart
- Microsoft PowerPoint
- PrintShop

DISK MANAGEMENT/UTILITIES
- Norton Utilities

COMMUNICATION
- Procomm Plus
- PcAnywhere
- Citrix Metaframe

DESKTOP PUBLISHING
- Quark Xpress
- Microsoft Publisher

OPERATING SYSTEMS
- AS/400 Client Access
- AS/400 GUI
- Microsoft Windows 95 and 98
- Microsoft Windows NT and NT Server
- DOS

E-MAIL
- Lotus Notes Mail

INTERNET BROWSERS
- Netscape
- Microsoft Internet Explorer

CAD/CAM
- AutoCad

<u>PROGRAMMING</u>
- Lotus Notes
- Visual Basic
- C++
- Cold Fusion
- Clipper
- Basic
- Cobol
- RPG III or Higher

<u>SPECIALTY SOFTWARE</u>
- Parks - CLASS Software
- Police/Fire - Vision Software
- AS/400 - HTE Software
- Library - Dynix Software